

Dear holiday guests!

Welcome to El Retiro! We are very pleased that you have chosen our house for your vacation. Our holiday home should be a second home for you, where you can feel comfortable and relax.

Please treat our home with the same respect that you would treat your own home. We have put a lot of effort into making the house a beautiful place where our guests feel comfortable. If something is not to your satisfaction, please do not hesitate to contact us.

The following house rules are intended to help you ensure a harmonious stay. We have also listed some rules that we hope you will find helpful. Please make sure you have read and understood the house rules at the start of your stay. If something is unclear, please contact us so that we can explain it in more detail and avoid misunderstandings.

By treating the property properly, you will help us to ensure that you and other guests have a wonderful holiday in the future.

Please do not hesitate to contact us with any other questions or concerns.

We wish you a relaxing stay and look forward to welcoming you as a guest again in the future!

Your Hosts

### **Generally**

If you miss anything in the facility or if you need help, please feel free to contact us. All things that are in the holiday home or on the balcony or terrace, or belong to it, may and should be used by the guests.

Cabinets, chests, shelves and boxes marked 'Private' are excluded.

Please handle all furnishings and inventory with care and treat the rental property with care.

Please ensure that your fellow travelers also adhere to the rental conditions.

### **Alarm system**

The existing alarm system is primarily used to protect the house during the low/winter season. During your stay, both the alarm system and all cameras are of course switched off. Please do not move or cover the cameras.

### **Arrival and departure**

The arrival and departure takes place in coordination with us and the local agency (see rental agreement for details). On the day of departure, we ask our guests to vacate the holiday home by 10 a.m. at the latest. When you leave, the holiday home should look the way you found it.

### **Damage**

Nobody damages things on purpose, but it can happen to anyone that something breaks. We would be pleased if you reported the damage caused so that we do not only discover it during the final cleaning after your departure. The tenant is liable for damage in the amount of the replacement costs.

### **Visitors**

Your visitors are always welcome in our holiday home for short periods of time. However, it is not permitted to allow unregistered guests to stay overnight in the house. If the number of guests changes, please inform us in good time so that we can prepare the holiday home accordingly.

### **disposal**

The waste is separated into residual waste, glass, paper and packaging/yellow bins. Appropriate containers are available on the street. Please only use rubbish bins and cosmetic bins in the bathroom with rubbish bags and dispose of them sealed in the residual waste bin.

No waste, leftover food, harmful liquids or the like may be disposed of in the kitchen sink or in the toilets, sinks and showers! Avoid anything that could clog the pipes (no sanitary products in the toilet).

### **Liability**

The landlord is not liable for valuables belonging to the guest(s).

### **House rules**

If repairs are necessary immediately, it may be essential that the landlord, agency or commissioned company/craftsman has to enter the holiday home at short notice without the guest's knowledge.

### **Pets**

Bringing pets is not allowed.

### **Internet/WiFi**

A wireless internet connection (WLAN/WiFi) is available in the holiday home. You can find the access code on the router in the living room. Using the Internet with your own WiFi-enabled device (notebook, PDA, smartphone, etc.) via the WiFi connection is free of charge for the tenant. You use the Internet at your own risk; the landlord excludes any liability in connection with the tenant's use of the Internet. When using Internet access via WLAN, the WLAN usage rules must also be taken into account.

### **Fireplace**

Out of fire safety reasons The use of the fireplace (fire pit) is prohibited.

Because the trees can be very dry, no open fires are allowed outside.

### **Children and safety**

We have designed our holiday accommodation to be as child-friendly as possible. However, parents are responsible for the safety of their children. If you find anything in our home that is unsafe or needs work, please contact us as soon as possible so we can address the issue. In order to keep our property child-friendly, we ask you:

- Not to leave children unattended
- not to disturb other holiday guests
- to use the existing play equipment only under supervision

### **Air conditioning / heating (electricity consumption)**

The air conditioning can be used for both cooling and heating. Moderate use is recommended for cooling in summer. A few degrees below the outside temperature is usually completely sufficient and results in lower power consumption.

In the summer months, when there is a high volume of tourists, there are often official requirements for the use of air conditioning units (including in private areas) in order not to overload the power grid.

Electricity consumption is included in the rental price. We ask you to use this resource responsibly in order to protect the environment and minimise costs.

It is important that the doors and windows remain closed when using the air conditioning.

You can monitor your electricity consumption yourself by looking at the meter, which is accessible outside the house.

If you have any questions, please do not hesitate to contact us.

### **Kitchen**

Please handle the kitchen equipment and technical equipment with care. Since a dirty kitchen pleases no one, please only put dishes, pots and cutlery in the cupboards when they are clean and dry. Please do not place hot pots and other hot objects on tables or countertops without coasters. Always use a cutting board as a base when cutting. Please leave the interior of the oven and microwave in a clean condition.

### **Ventilate**

To avoid mold formation, we ask you to ventilate the rooms sufficiently. At least once a day for 5-10 minutes and especially after showering.

### **Parking options**

It can be parked directly in front of the holiday home. There are other public parking spaces in the immediate vicinity.

### **Smoke**

Smoking is not permitted in the holiday home. Please leave the holiday home if you smoke. Please dispose of completely cooled cigarette butts in the trash can.

### **Cleaning**

If a mishap happens to you (extreme dirt, liquids on the floor or work surfaces, etc.), we ask that you take care of it immediately. We ask you to leave the holiday home swept clean when you leave and to put all used dishes neatly back in the cupboards.

### **Rest periods**

In the interests of being a good neighbor, we ask you to observe public rest times such as lunch, night and Sunday rest. The holiday home itself should also be kept quiet between 10 p.m. and 7 a.m. out of consideration for the neighbors.

### **Key**

Please never give the keys away. If the keys are lost, they must be reported immediately and the guest is liable up to the amount of the replacement costs, if necessary including the replacement of the locks and the restoration of all existing key sets.

### **Duty of care**

We ask our guests to treat the rental property with care and to ensure that fellow travelers, relatives and visitors also adhere to the rental conditions. The entrance doors (front door and screen door) should always be closed and locked with a key when leaving the house (even if you are away for a short time). If you spend a lot of time on the terrace or in the garden, we recommend locking the front door even when you are there so that no one can gain access to the house unnoticed.

All windows must also be closed when leaving the apartment to avoid possible damage caused by storms or burglary. Water and electricity resources must be used carefully.

### **treasure**

In the first bedroom on the right there is a safe in the wardrobe where you can lock your personal valuables. You can find the code for the safe on your key ring.

The code for the safe must not be changed.

In the event of an emergency, please contact the telephone numbers listed in the contact, the agency has an emergency key.

### **Environment**

We care about the environment, and hopefully you do too. Therefore, please turn off the lights and all technical devices when they are not needed. Saving water also helps nature. Thank you very much.

### **Events and celebrations**

Events, celebrations and other commercial use are generally not permitted in the holiday home.

### **Water consumption**

There is currently a water shortage in Catalonia, which is why the government has currently limited per capita consumption to 200l / day. Washing the car, watering flowers, etc. are currently not allowed. In the current situation, please help to reduce water consumption accordingly through your behavior.

### **contact details**

In the event of an emergency, you can find the most important contact details here:

#### On-site supporting agency:

Real estate Regina

C/ Torroella de Montgrí s/n, Apt. 88

17130 L'Escala, Spain

T +34 972 77 05 80

info@regina-lescala.com

Opening hours:

- June 15th to September 15th:  
Monday to Saturday: 9 a.m. to 1 p.m. and 4 p.m. to 7 p.m  
Sunday: 10 a.m. - 12 p.m
- from September 15th to June 15th:  
Monday to Friday: 9:00 a.m. to 1:00 p.m. and 4:00 p.m. to 7:00 p.m  
Thursday and Saturday: 9 a.m. to 1 p.m  
Closed on Sundays and public holidays

#### Address holiday home:

Retirement

Carrer Barcelona 53

17130 L'Escala, Spain

#### Landlord:

Family Heidi Deussen

Haigerweg 14, 40229 Düsseldorf, Germany

T +49 211 2801188

M +49 173 9423917 or +49 177 2754751

mail@villa-elretiro.es

#### Police/emergency doctor/fire department:

T 112

#### Physician:

Primary Care Center Dr. Moises Broggi

C/ Salvador Jué i Pujolar, 1, 17130 - L'Escala

T +34 972 776 060

abs.escala@salutemporda.cat